



EFFECT OF ROLE CONFLICT AND ROLE AMBIGUITY ON BANK OFFICERS IN HEALTH AND HOME ADJUSTMENT

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Abstract: *The present study was designed to determine the relationship between role conflict of bank officers adjustment. The study was conducted on 300 bank officers of state bank of India, Central Bank, Union Bank and Gramin Bank on the basis of randomization role conflict scale (Pandey 1986) were administered. Results indicated that high role conflict produces low adjustment.*

Key Words: designed, determines, relationship, adjustment, conducted, randomization, conflict .

Role conflict was defined as a situation in which an employee was confronted with a set of two or more demands such that compliance with one demand made compliance with the other demands difficult or impossible. In other words, we can say role conflict is defined as incongruity of the expectation associated with a role. Role conflict occurs when a person is faced with mutually contradictory and competing role expectations.

In literature, role conflict has been referred to variously as organizational stress (Khan 1970, to since 1976) Abedthlim (1978), Role perception (Miles 1975, Schuler 1977, Morris and Snyder 1979, Morris and Koch 1979), Role induced (Brief and Aldog 1976), Role stress (Beehr et al. 1976), Role Strain (McKinnon 1978).

This confirms the idea that high role conflict produced low adjustment in different areas excluding social adjustment and low performance. Thus we found low performance and low adjustment due to high role conflict. The value of "T-Test" is lowly significant. This indicates that the high performance group has significantly differ than low performance group. Correction coefficient (Pearson correlation) between role conflict and adjustment (i.e. Health, home, social, emotional and total adjustment and performance) were computed and it was found that role conflict and role ambiguity both independent variables, are closely related with adjustment. i.e. health, home, emotional and total excluding social adjustment.

Thus we found that high role conflict

produced low adjustment. (Health, home, social, emotional and total) and low performance in bank office produce low adjustment. i.e. Health, Home, Social, Emotional and Performance.

Method

Sample- The study was conducted on 300 bank officers of state bank, central bank, Union bank and Gramin Bank on the basis of randomization.

Tools- 1. Role Conflict scale- Pandey (1986)

2. Adjustment- Projective Inventory (ad P-1) Pandey (1986) was used in this investigation

Procedure- First of all role conflict scale was administered over the bank officers. After that Adjustment projective Inventory was administered over them.

Result- The purpose of this study was to determine the relationship between role ambiguity and adjustment. It is various from the results that officers are high on role ambiguity. Officers indicate average level of adjustment. It was also found in this study that role ambiguity had no only effect on adjustment. "T" value was found 0.52. Role ambiguity and adjustment are i.e. Health, Home, Social, and emotional were found -0.04, .029, .000 and .097 respectively.

Discussion- The purpose of this study was to determine the relationship between role conflict and role ambiguity and adjustment. We found low level of adjustment due to high role conflict. It was also found in this study that high role ambiguity review of the researches done with regards.

To satisfaction and performance have indicates that relationship between these two



variable is not simple. In most of the studies it was negative but in some of the studies positive relationship was also observed (Bray field and Crakell:- 1955 V room; 1964)

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